



# Resident Assessment Subsystem Overview

# Resident Assessment Subsystem (RASS)

## What is RASS?

- The RASS survey is a PHA management tool that:
  - Assesses resident level of satisfaction
  - Opens lines of communication
  - Identifies PHA strengths and areas that may require improvement
  - Encourages resident participation

The RASS Indicator Score consists of three scored components:


1. Implementation Plan Certification (two points)
  - PHA certifies dates that it has marketed the survey to residents
2. Survey Results (up to five points)
  - Resident question scores are calculated to obtain the PHA score
3. Follow-up Plan Certification (three points)
  - PHA certifies dates that it will correct deficiencies identified on the Resident Survey

A PHA can earn a possible 10 points maximum for RASS

# Survey Sample Page

OMB NO.: 2507-0001 EXPIRATION DATE: 06-30-02

## CUSTOMER SERVICE AND SATISFACTION SURVEY




This survey is sponsored by HUD's Real Estate Assessment Center (REAC) to find out how satisfied you are with your living conditions and to help improve the quality of life in your development. Your participation in this survey is very important. Your answers to these questions will give REAC a good idea of how well the Management of your development is meeting the commitments it makes to HUD and to you—the Customer.

A head of the household should fill out this survey. Please think of the past year when you answer each question. Please be sure to answer all questions. Darken the circle completely, with a blue/black ballpoint pen.

Correct mark: ●

Do **not** write your name on the survey. The answers you give will remain private. HUD will ensure that your identity remains confidential.


### Overall Satisfaction



**1. How satisfied are you with the following:**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
Your unit/home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your development/building?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your neighborhood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Maintenance and Repair



**2. Over the last year, how many times have you called for maintenance or repairs?**

Have Never Called	1 to 3 Times	4 to 6 Times	More Than 6 Times	Does Not Apply
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. If you called for NON-EMERGENCY maintenance or repairs (for example, leaky faucet, broken light, etc.), the work was usually completed in:**

Have Never Called	Less Than 1 Week	1 to 4 Weeks	More Than 4 Weeks	Problem Never Corrected
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. If you called for EMERGENCY maintenance or repairs (for example, toilet plugged up, gas leak, etc.), the work was usually completed in:**

Have Never Called	Less Than 6 Hours	6 to 24 Hours	More Than 24 Hours	Problem Never Corrected
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5. Based on your experience, how satisfied are you with:**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Does Not Apply
How <u>easy</u> it was to request repairs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How <u>well</u> the repairs were done?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well you were <u>treated by the person you contacted for repairs?</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well you were <u>treated by the person doing the repairs?</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE DO NOT WRITE IN THIS AREA

SERIAL #

# RASS Survey Sections

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The RASS survey provides important resident feedback in five scored areas. They determine resident satisfaction with:

1. Maintenance & Repair
  - Emergency and Non-emergency repairs, response time and courtesy of staff
2. Communication
  - Information provided by management, response to questions, etc.
3. Safety
  - Resident security issues that the residents have voiced through the survey
4. Services
  - PHA services and RATE of response to electrical, appliance or plumbing problems
5. Housing Property Appearance
  - PHA general upkeep of property and common areas

# RASS Sample Questions

## Example of a Maintenance & Repair Survey Question:

If you called for NON-EMERGENCY maintenance or repairs (for example, leaky faucet, broken light, etc.), the work was usually completed in:

Have Never Called	Less than 1 week	1 to 4 weeks	More than 4 weeks	Problem Never Corrected
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Example of a Safety Survey Question:

How safe do you feel:

	Very Safe	Safe	Unsafe	Very Unsafe	Does Not Apply
In your unit/home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your building?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your parking area?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# RASS Success Factors

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In order to be successful, PHAs must:

- Maintain a high level of commitment to resident/customer service & satisfaction
- Complete all “on-line” RASS updates & certifications during the *specified timeframes*
  - Language/Unit Address Updates
  - Implementation Plan
  - Follow-Up Plan
- Take an active role in preparing their residents for the survey utilizing the Media Packet tools provided by HUD
  - Posters
  - Newsletter article/information
  - Guidelines for Resident Meetings
  - Flyers
- Take measures of corrective action and implement changes that respond to their residents’ feedback

# RASS Timeline

- The RASS Business Calendar provides important PHA dates and deadlines based on Fiscal Year End (FYE) and is available at:  
[http://www.hud.gov/offices/reac/products/rass/business\\_calendar.cfm](http://www.hud.gov/offices/reac/products/rass/business_calendar.cfm)
- Copies of all RASS PHA correspondence can also be retrieved from the **Document Library** on the RASS website at: <http://www.hud.gov/offices/reac/products/prodrass.cfm>
- The FYE cycle dates are provided below as an example. All timeframes are approximate and **subject to change**.

Step #	Survey Process	Timeframe based on FYE
1.	Initial survey notification letter e-mailed	Approx. 3 months before FYE
2.	PHA updates and certifies unit addresses via the Internet	Begins approx. 3 months before FYE and ends approx. 2 months before FYE
3.	Media packet mailed	Approx. 2-2 ½ months before FYE
4.	PHA promotes survey using Media Plan Guidelines	Begins approx. 2 months before FYE and ends approx. 1 month before FYE
5.	PHA documents and certifies Implementation Plan activities via the Internet	Begins approx. 2 months before FYE and ends approx. 1 month before FYE
6.	PHA residents surveyed	Begins approx. 1 month before FYE and ends approx. 1 month after FYE
7.	PHA survey results available in RASS	Approx. 2 months after FYE
8.	PHA certifies Follow-up Plan	Begins approx. 2 months after FYE and ends approx. 2 ½ months after FYE

# Process Overview – Language Update

## ■ What is language update?

- PHAs must indicate when 20% or more residents speak a language other than English and update their language requirements in the RASS system (presently can only accommodate Spanish)
- After updating language requirements, remember to **SAVE** information.

## ■ Why is updating language information via the RASS online system important?

- Language barriers may:
  - Restrict some residents from participating in the Customer Satisfaction Survey
  - Reduce/inhibit resident opportunity to participate, thus decreasing response rates

The screenshot shows the 'RESIDENT ASSESSMENT' system interface. At the top, there are navigation links: 'REAC Home', 'HUD Home', and 'Contact Us'. Below this is a header for 'Real Estate Assessment Center' with the tagline 'Assessments Today for Better Housing Tomorrow'. The main navigation bar includes 'PHA Main', 'Secure Systems', and 'Additional Help'. The current page is titled 'UNIT ADDRESS/LANGUAGE'. Below this, there is a section for 'STEP ONE Language Certification'. The text explains that this section is used to identify languages spoken by residents, particularly if they cannot complete a survey in English. It instructs users to identify any languages other than English spoken by at least 20% of residents. A list of instructions follows: 'To identify languages: • If only English is spoken, single click the **None** checkbox. • If the languages are listed, single click in the checkboxes of the applicable languages. • If the language is not listed, single click in the **Other** checkbox, and click on the down arrow to view the drop down box. • Single click on the language to select it. • Single click on the **Save** push button when you are done.' Below these instructions, there are checkboxes for 'None (only English spoken)', 'Spanish', 'Korean', 'Mandarin Chinese', 'Russian', and 'Vietnamese'. The 'Other' checkbox is selected, and a dropdown menu shows 'Akan'. A 'Save' button is circled at the bottom right.

# Process Overview – Address Update and Certification

- **What is unit address update and verification?**
  - PHAs are required to update their unit address information via PIC and, once approved by the Field Office, certify their addresses online via the RASS system.
    - Use step-by-step instructions for address updates and certification in EZ-RASS Notes
    - Print the certification **confirmation page** to file and maintain for their records.
- **Why is updating addresses via PIC so important?**
  - Failure to update and certify unit address information has a significant impact on the resident's opportunity to participate
  - May result in Insufficient Survey Returns and a zero (0) score for the survey component

**Verify Unit Address Information in PIC**

You will need to verify your unit address information in the PIH Information Center (PIC):

To verify your unit addresses in PIC:

- Single click on the **Verify Unit Addresses in PIC** push button.
- This will take you to the PIC login area and you will leave the Resident Assessment Subsystem.
- You will need to **log into PIC** to update your Unit Addresses.
- Once your PIC Unit Address information is complete, **you will need to log back into RASS** to certify below that your Unit Addresses in PIC and your selections in the above Language Selection are correct.

Verify Unit Addresses in PIC

**STEP THREE**  
**Certify Language and Unit Address Information**

You are certifying that your Unit Addresses are accurate in PIC and that your Language information is identified correctly above.

Certify

[REAC Home](#) | [HUD Home](#)? [Additional Help](#)

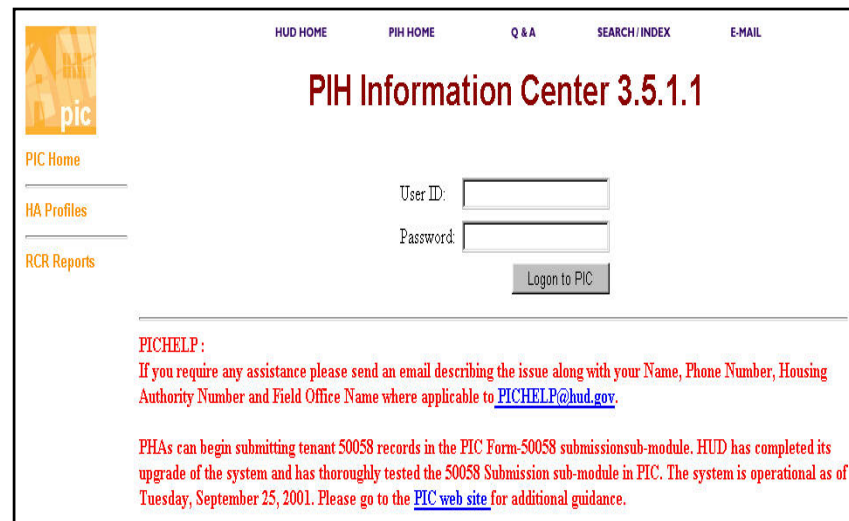
For Comments or Questions click here for the [REAC Technical Assistance Center](#)

If you experienced difficulties with screen accessibility, please call (888) 245-4860 ext. 12345, or e-mail [PHA\\_Survey\\_Feedback@hud.gov](mailto:PHA_Survey_Feedback@hud.gov).

# Process Overview – Address Update and Verification

## ■ Helpful Hints :

- Update addresses in PIC on a *regular* basis
- Review updated information **before** certifying address information
- RASS, Field Office, Technical Assistance Center (TAC), & PIC coaching staff are available for assistance
  - REAC TAC: 1-888-245-4860 Call so that PHA concerns/issues can be documented
- Verify Unit Address Information in PIC: <http://www.hud.gov/offices/pih/systems/pic/training/essentialspha.pdf>



The screenshot shows the login interface for the PIH Information Center 3.5.1.1. At the top, there are navigation links: HUD HOME, PIH HOME, Q & A, SEARCH / INDEX, and E-MAIL. On the left side, there is a vertical menu with links: PIC Home, HA Profiles, and RCR Reports. The main area contains a login form with fields for User ID and Password, and a Logon to PIC button. Below the login form, there is a section titled PICHELP: with instructions on how to get assistance via email. At the bottom, there is a notice about the system upgrade and the date it became operational.

HUD HOME   PIH HOME   Q & A   SEARCH / INDEX   E-MAIL

## PIH Information Center 3.5.1.1

PIC Home  
HA Profiles  
RCR Reports

User ID:   
Password:

**PICHELP :**  
If you require any assistance please send an email describing the issue along with your Name, Phone Number, Housing Authority Number and Field Office Name where applicable to [PICHELP@hud.gov](mailto:PICHELP@hud.gov).

PHAs can begin submitting tenant 50058 records in the PIC Form-50058 submissionsub-module. HUD has completed its upgrade of the system and has thoroughly tested the 50058 Submission sub-module in PIC. The system is operational as of Tuesday, September 25, 2001. Please go to the [PIC web site](#) for additional guidance.

# Process Overview – Implementation Plan Certification

## ■ What is the Implementation Plan?

The PHA's plan to encourage residents to complete the RASS survey using the marketing materials (Media Packet) provided by RASS.

## ■ What is it worth?

Certification of the Implementation Plan (on-line) is worth two (2) points

## ■ Why is this step important?

- By effectively marketing the survey to residents, PHAs:
  - Help to increase response rates
  - Raise resident awareness of RASS survey and survey process
  - Help to obtain a sufficient number of surveys to receive a statistically valid score

## ■ How can the Field Office help?

- Field Offices **CAN** check Undeliverable Mail reports on-line to assess the number of inaccurate addresses in the survey sample that a PHA has in PIC.

# Process Overview – Implementation Plan Certification

## Helpful Hints:

- Media Packet is a guide on **HOW** to market the resident survey
- Utilize the Media Packet resources provided at:  
[http://www.hud.gov/offices/reac/pdf/media\\_packet\\_guidelines\\_for\\_phas.pdf](http://www.hud.gov/offices/reac/pdf/media_packet_guidelines_for_phas.pdf)
- Implementation Activity Dates must occur within the Implementation Plan **certification window** (current timeframe)
- Save and certify Implementation Plan
- Print the certification **confirmation page** to file and maintain for their records.

The screenshot shows the 'IMPLEMENTATION PLAN' section of the REAC Resident Assessment Center website. The header includes links for REAC Home, HUD Home, and Contact Us, along with a logo and the text 'RESIDENT ASSESSMENT' and 'Real Estate Assessment Center'. Below the header, there are links for PHA Main, Secure Systems, and Additional Help. The main heading is 'IMPLEMENTATION PLAN'. A text box prompts the user to 'Enter the date that you completed each of the following required items.' Below this, a note states 'NOTE: Media Packet Information can be found on the PHA Main Page.' A table follows with columns for 'Activity' and 'Date of Event (mm/dd/yyyy)'. The table contains three rows: 'Display Poster(s)' with date '06/01/2001', 'Distribute Flyers to Residents' with date '05/01/2001', and 'Resident Meeting or Newsletter' with date '05/01/2001'. Below the table, a text box prompts the user to 'If you have used other activities to promote the survey, please enter a brief description and date that action was completed.' Another table follows with columns for 'Other Activity' and 'Date of Event (mm/dd/yyyy)'. This table has three empty rows. At the bottom of the form, there are 'Save' and 'Certify' buttons. Below the buttons, there are links for 'REAC Home' and 'HUD Home', and a link for 'Additional Help'. At the very bottom, there is a footer with contact information: 'For Comments or Questions click here for the REAC Technical Assistance Center' and 'If you experienced difficulties with screen accessibility, please call (888) 245-4860 ext. 12345, or e-mail PHA\_Survey\_Feedback@hud.gov.'

Activity	Date of Event (mm/dd/yyyy)
Display Poster(s)	06/01/2001
Distribute Flyers to Residents	05/01/2001
Resident Meeting or Newsletter	05/01/2001

Other Activity	Date of Event (mm/dd/yyyy)

Save Certify

REAC Home | HUD Home

For Comments or Questions click here for the [REAC Technical Assistance Center](#)

If you experienced difficulties with screen accessibility, please call (888) 245-4860 ext. 12345, or e-mail PHA\_Survey\_Feedback@hud.gov.

## Process Overview —

# Follow-up Plan Certification

## What is the Follow-up Plan?

- A Certified Follow-up Plan (on-line) is required for each survey section where the section score is below 75%.
- A Certified Follow-up Plan = 3 points
- PHAs scoring above 75% in all survey sections do not need to complete the Follow-up Plan (three points are automatically given)

## Why is the Follow-up Plan important?

By developing and executing an effective Follow-up Plan(s), PHAs:

- Address resident concerns
- Gain credibility with residents
- Increase the likelihood that scores will improve during the next assessment period
- Determine in which areas their resources should be allocated

[What is a follow-up plan?](#)

Surveys Sent	Surveys Returned	Response Rate	Undeliverable Surveys
14642	5346	37%	0

[How do I edit and save?](#)

**National Response Rate: 39%**

[How do I certify?](#)

[How do I view survey response information?](#)

Survey Section	Score	National Average	Date to be completed in the Annual Plan. (mm/dd/yyyy)	Source(s) of Funding
Maintenance and Repair	79.1%	87%		
Communication	65.5%	71%	01/01/2002	Operations Budget
REQUIRED				
Safety	62.8%	70%	01/01/2002	Comp grant Operations Budget
REQUIRED				
Services	84.0%	86%		
Neighborhood Appearance	56.4%	73%	01/01/2002	Comp grant Operations Budget
REQUIRED				

[How do I view results by question?](#)

[How do I view results by development?](#)

View Previous Results

View Results By Development

# Process Overview – Follow-up Plan Certification

## Helpful Hints:

- Review the RASS Survey Score to determine if a Follow-up Plan is required
- If a Follow-up Plan is required, research responses from residents at the **question and development** level.
- Post RASS score where residents can see it (**Required**)
- Use step-by-step instructions for Follow-up Plan certification in EZ-RASS Notes
- Print the certification **confirmation page** to file and maintain for their records.

<a href="#">What is a follow-up plan?</a>	<b>Surveys Sent</b>	<b>Surveys Returned</b>	<b>Response Rate</b>	<b>Undeliverable Surveys</b>
	14642	5346	37%	0
<a href="#">How do I edit and save?</a>	<b>National Response Rate: 39%</b>			
<a href="#">How do I certify?</a>	<b>Survey Section</b>	<b>Score</b>	<b>National Average</b>	<b>Date to be completed in the Annual Plan. (mm/dd/yyyy)</b>
<a href="#">How do I view survey response information?</a>	Maintenance and Repair	79.1%	87%	
<a href="#">How do I view results by question?</a>	Communication	65.5%	71%	01/01/2002
	<b>REQUIRED</b>			Operations Budget
<a href="#">How do I view results by development?</a>	Safety	62.8%	70%	01/01/2002
	<b>REQUIRED</b>			Comp grant Operations Budget
	Services	84.0%	86%	
	Neighborhood Appearance	56.4%	73%	01/01/2002
	<b>REQUIRED</b>			Comp grant Operations Budget
<a href="#">View Previous Results</a>		<a href="#">View Results By Development</a>		

# How can a PHA improve its RASS score – Key Activities

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- Address resident concerns identified in the survey by taking actions which will improve overall survey scores in subsequent years.
- Monitor RASS Customer Service & Satisfaction Survey Business Calendar
  - Update addresses in PIC **prior** to RASS address certification due dates
  - Submit RASS updates & certifications during timeframes specified on the Business Calendar

# Additional Resources

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1. **RASS website contains periodic updates and reminders:**
  - <http://www.hud.gov/offices/reac/products/prodrass.cfm>
2. **RASS Business Calendar contains the “Customer Service & Satisfaction Survey Business Calendar for PHA Survey Cycles”:**
  - [http://www.hud.gov/offices/reac/products/rass/business\\_calendar.cfm](http://www.hud.gov/offices/reac/products/rass/business_calendar.cfm)
3. **RASS PHA User Manual includes step-by-step instructions regarding each of the key areas in RASS:**
  - [http://www.hud.gov/offices/reac/products/rass/rass\\_user\\_manual.cfm](http://www.hud.gov/offices/reac/products/rass/rass_user_manual.cfm)
4. **Resident Assessment Subsystem (RASS) in Secure Systems includes key PHA Reports:**
  - [http://hudapps.hud.gov/wass/mainmenu/mainmenu\\_page.jsp](http://hudapps.hud.gov/wass/mainmenu/mainmenu_page.jsp)  
*Accessed via Log-in page:*  
[http://hudapps.hud.gov/wass/login/login\\_page.jsp](http://hudapps.hud.gov/wass/login/login_page.jsp)

# RASS Contacts

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**Technical Assistance Center (TAC)** 1 (888) 245-4860  
(7:00 am to 8:00 p.m., Eastern Standard Time)

**David R. Ziaya**, Acting RASS Program Manager, (202) 475-8574

**Barbara Williams**, RASS Deputy Program Manager, (202) 475-8824

**Marvin Klepper**, Program Analyst, (202) 475-8718

**Mary Tepe**, Training Instructor, (202) 475-8816

**JoAnn Bryant**, Management Analyst, (202) 475-8709